

ITIPS/RSMS SQL*Net for Windows, v2.3 INSTALLATION INSTRUCTIONS

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Section 1 -- General Guidance

This packet contains instructions for downloading and installing the ORACLE Installer, installation instructions for SQL*Net for Windows, v2.3, installation instructions for ITIPS/RSMS, and an appendix for trouble shooting Sql*Net for Windows, v2.3 connectivity problems.

Please answer the questions regarding the end user operating environment and **give sections 1, 2, and 3 and the Appendix of this packet to your LAN Manager/Technical Support Representative.** Your LAN Manager/Technical Support Representative can assist in answering the questions if you are unsure of the operating environment.

When SQL*Net for Windows, v2.3 has been successfully installed and tested on the client PC, follow the instructions in Section 4 to install ITIPS/RSMS.

Questions to determine end user operating environment:

1. What is the operating system?

- ☐ Windows 3.1 Novell Client
- ☐ Windows 3.11 (Windows for Workgroups) Novell Client
- ☐ Windows 3.11 (Windows for Workgroups) NT Client
- ☐ Windows 95

2. Is SQL*Net for Windows already installed on the computer or Network? YES NO

2a. If YES, what version? _____

A LAN manager/technical support contact should search the user's hard drive and associated network directories to find any instances of SQL*Net for Windows. It is very important to know if there are other versions of SQL*Net for Windows on the system because the Oracle Installer will overwrite/update existing SQL*Net for Windows files, and because even "old" SQL*Net for Windows files can cause conflicts so ITIPS/RSMS will not run.

Section 2

Obtaining the ORACLE Installer from a CEAP Host

The ORACLE Installer for SQL*Net for Windows, v2.3 is available from the CEAP Processing Centers.

Disk space requirements for the installation are 300 megabytes on a personal computer or file server. Because of the high disk space requirements, it is strongly recommended that the ORACLE Installer be installed on a file server, then accessed from client PCS for the SQL*Net for Windows, v2.3 installation process.

This section provides instructions for downloading the ORACLE Installer from a CEAP host and installing it on a local server.

Downloading and Installing the Oracle Installer from a CEAP Host

1. Downloading the ORACLE Installer.
 - a. Make sure you have 300 MB disk space available for download and installation.
 - b. Create an install directory on the server. (All SQL*Net users will need a drive letter mapping to this directory to install SQL*Net for Windows, v2.3 on their PCS.) The installer files, once unzipped in this directory, must be shareable.
 - c. Create an anonymous ftp connection to **cpc24.usace.army.mil**, **pso26.usace.army.mil**, or **wpc21.usace.army.mil**. Use your E-mail address for the password.
 - d. Change the host directory to: **oracle/sqlnet/win31**
*(Please note: SQL*Net for Windows, v2.3 is the version required by ITIPS/RSMS, regardless of the users' operating platforms. You must use this version for ITIPS/RSMS compatibility.)*
 - e. Set transfer mode to binary.
 - f. Download **ocs73w31.zip** and **pkunzip.exe** to the install directory you created.
 - g. Close connection.
2. Install the ORACLE Installer on a server.
 - a. At the DOS prompt, change to the install directory you created.
 - b. Type **pkunzip ocs73w31.zip -d**
 - c. Establish the ORACLE Installation directory (the directory you created that holds the unzipped files) as a shareable mapped drive.
3. After installing SQL*Net for Windows, v2.3 on all client PCS, the install directory on the server may be removed to regain disk space.
5. Questions regarding SQL*Net for Windows, v2.3 installation and configuration should be referred to CEAP Customer Service at 1-800-531-4472.

Section 3

SQL*Net for Windows, v2.3 Installation

This section contains instructions on how to install SQL*Net for Windows, v2.3 on client PCs (see Section 1 to establish the operating environment for each client PC), dependant on the possible existence of other SQL*Net for Windows versions.

*NOTE: Attached Appendix contains information on how to trouble shoot connectivity problems with SQL*Net for Windows, v2.3.*

When it has been determined if SQL*Net for Windows already exists on a client, follow the appropriate instructions to install or upgrade SQL*Net for Windows, v2.3:

1. No version of SQL*Net for Windows is installed on the system. *(See pages 5-6)*
2. SQL*Net for Windows, v2.3 is already installed on the system. *(See page 7)* You may need to install additional products or update certain products using the Oracle Installer. If any of the products listed below are not installed, you will have to download SQL*Net for Windows v2.3 installer from a CEAP host and install the missing products. See *Section 2* for details on how to download Sql*Net for Windows v2.3 and page 7 for a list of required products.
3. An earlier version of SQL*Net for Windows is installed on the system that is not needed to run another application. We recommend that you allow SQL*Net for Windows, v2.3 to upgrade the existing version. If the SQL*Net for Windows version is on a server, not on the c: drive, be aware that changes to a server application may affect other users.
 - 3a. Upgrade SQL*Net for Windows version 2.x *(See pages 8-9)*
 - 3b. Upgrade SQL*Net for Windows version 1.x *(See pages 10-11)*
4. An earlier version of SQL*Net for Windows is installed on the system, AND you need that earlier version to run another application: SQL*Net for Windows, v2.3 can be installed in a separate directory.
(See pages 12-13)

SQL*Net for Windows is NOT installed on your system or the LAN

1. When the Oracle Installer launches, you will have to answer two questions before you can install any software.

1a. The first question is what language you want to proceed in. English is the default. Click OK for English.

1b. The second question is where you want the files installed. The Oracle installer will offer to create a directory C:\ORAWIN. Accept this default directory and continue the installation. Oracle then checks your system environment and opens the installer program.

NOTE: If the installer provides any other directory as the default, it has detected another instance of Oracle products on your system. Contact your technical support personnel before continuing the installation to determine which instructions to use to upgrade or co-install.

The Installer screen is made up of five main areas:

List of Products Available (the box on the left)

List of Products Installed on C:\ORAWIN (the box on the right)

Space -- shows what is selected and the size of the file(s)

Information -- Gives a brief description of whatever is selected

Function Buttons across the bottom (ignore these except for the Help button)

The List of Products Available should contain three items.

2. Double click + **{Selective Product Install}** to reveal a list of items to be installed.

3. Scroll to the bottom of the list and click *once* on + **SQL*Net Client 2.3.x.x.x**, then click the **Install** button.

The Oracle Installer program will check your computer's environment for configurations and conflicts, and you will see dialogue boxes with questions about your configuration and information about the installation. Where Oracle offers you a choice with a highlighted default, accept the default, unless your technical support contact has specifically instructed otherwise.

3a. The first question the installer will ask is which Protocol Adapter to install. This is the adapter that works with your TCP/IP stack to allow SQL*Net for Windows, v2.3 to communicate with the Processor housing the ITIPS/RSMS Database. Oracle should recognize all TCP/IP stacks installed and highlight the most appropriate adapter for this installation.

Accept the default choice.

While the Client is being installed, a progress indicator will appear showing the installation progress by percentage.

4. After the SQL*Net for Windows, v2.3 Client has been successfully installed, select each of the following and click the **Install** button to install from the List of Products Available:

Required Support Files 7.2.x.x.x

Required Support Files 7.1.x.x.x

Oracle Objects for OLE 2.0.x.x.x

When all of these files have been successfully installed, click the Exit button in the lower right corner of the screen to exit the Oracle Installer program.

5. You are now ready to install the ITIPS/RSMS application. Follow the instructions to install ITIPS/RSMS from the USACE Web site. (See Section 4.)

NOTE: The directory **orawin\bin** or **orawin23\bin** must be in the path after Windows boots. On some Novell installations, this path may be overwritten by the Network log in script. You can confirm the path setting by running a DOS box from within Windows and typing **path** at the command prompt.

SQL*Net for Windows, v2.3 Is Installed

1. Run the Oracle Installer from the Oracle for Windows Group.

The Installer screen is made up of five main areas:

- List of Products Available (the box on the left)
- List of Products Installed on C:\ORAWIN (the box on the right)
- Space -- shows what is selected and the size of the file(s)
- Information -- Gives a brief description of whatever is selected
- Function Buttons across the bottom (ignore these except for the Help button)

The List of Products Available should contain three items.

Look at the List of Products Installed. You will need

Required Support Files 7.2.x.x.x
Required Support Files 7.1.x.x.x
Oracle Objects for OLE 2.0.x.x.x

If any of these is not installed,

2. Double click + **{Selective Product Install}** in the List of Products Available to reveal a list of items to be installed.
3. Scroll through the list and install the missing products by clicking once to select a product, then clicking the Install button.

Note: If any of the above products are not available, you will have to download the SQL*Net for Windows v2.3 installer from one of the CEAP hosts. See *Section 2* for details.

The Oracle Installer program will check your computer's environment for configurations and conflicts, and you will see dialogue boxes with questions about your configuration and information about the installation. Where Oracle offers you a choice with a highlighted default, accept the default, unless your technical support contact has specifically instructed otherwise.

4. You are now ready to install the ITIPS/RSMS application(s). Follow the instructions in Section 4 to install the ITIPS/RSMS applications(s) from the USACE Web site.

NOTE: The directory **orawin\bin** or **orawin23\bin** must be in the path after Windows boots. On some Novell installations, this path may be overwritten by the network log in script. You can confirm the path setting by running a DOS box from within Windows and typing **path** at the command prompt.

Upgrading SQL*Net for Windows, v2.x

1. When the Oracle Installer launches, you will have to answer two questions before you can install any software.

1a. The first question is what language you want to proceed in. English is the default. Click OK for English.

1b. The second question is where you want the files installed. The Oracle installer should default to whatever directory holds the old version of SQL*Net for Windows. If you know the old version of SQL*Net for Windows was stored in a directory other than the default, change the default directory to whatever directory holds the old SQL*Net for Windows files. Oracle then checks your system environment and opens the installer program.

The Installer screen is made up of five main areas:

List of Products Available (the box on the left)

List of Products Installed on C:\ORAWIN (the box on the right)

Space -- shows what is selected and the size of the file(s)

Information -- Gives a brief description of whatever is selected

Function Buttons across the bottom (ignore these except for the Help button)

The List of Products Available should contain three items.

2. Double click + **{Selective Product Install}** to reveal a list of items to be installed.

3. Scroll to the bottom of the list and click *once* on + **SQL*Net Client 2.3.x.x.x**, then click the **Install** button.

The Oracle Installer program will check your computer's environment for configurations and conflicts, and you will see dialogue boxes with questions about your configuration and information about the installation. Where Oracle offers you a choice with a highlighted default, accept the default, unless your technical support contact has specifically instructed otherwise.

Oracle will offer to overwrite existing files. Click **OK** to accept all overwrites and upgrade all support files. (The Installer will keep a log of changes made to existing files, and Oracle provides an uninstall program that does a very good job of backing out updates/installations.)

3a. The first question the installer will ask is which Protocol Adapter to install. This is the adapter that works with your TCP/IP stack to allow SQL*Net for Windows, v2.3 to communicate with the Processor housing the ITIPS/RSMS Database. Oracle should recognize all TCP/IP stacks installed and highlight the most appropriate adapter for this installation. **Accept the default choice.**

While the Client is being installed, a progress indicator will appear showing the installation progress by percentage.

4. After the SQL*Net for Windows, v2.3 Client has been successfully installed, install from the List of Products Available by selecting each one then clicking on the **Install** button:

Required Support Files 7.2.x.x.x

Required Support Files 7.1.x.x.x

Oracle Objects for OLE 2.0.x.x.x

When all of these files have been successfully installed, click the Exit button in the lower right corner of the screen to exit the Oracle Installer program.

5. You are now ready to install the ITIPS/RSMS application(s). Follow the instructions in Section 4 to install ITIPS/RSMS application(s) from the USACE Web site.

NOTE: The directory **orawin\bin** or **orawin23\bin** must be in the path after Windows boots. On some Novell installations, this path may be overwritten by the network log in script. You can confirm the path setting by running a DOS box from within Windows and typing **path** at the command prompt. If the Oracle directory is not in the path, consult your LAN manager.

Upgrade SQL*Net for Windows, v1.x

1. When the Oracle Installer launches, you will have to answer two questions before you can install any software.

1a. The first question is what language you want to proceed in. English is the default. Click OK for English.

1b. The second question is where you want the files installed. The Oracle installer should default to whatever directory holds the old version of SQL*Net for Windows. If you know the old version of SQL*Net for Windows was stored in a directory other than the default, change the default directory to whatever directory holds the old SQL*Net for Windows files. Oracle then checks your system environment and opens the installer program.

The Installer screen is made up of five main areas:

List of Products Available (the box on the left)

List of Products Installed on C:\ORAWIN (the box on the right)

Space -- shows what is selected and the size of the file(s)

Information -- Gives a brief description of whatever is selected

Function Buttons across the bottom (ignore these except for the Help button)

The List of Products Available should contain three items.

2. Double click + **{Selective Product Install}** to reveal a list of items to be installed.

3. Scroll to the bottom of the list and click *once* on + **SQL*Net Client 2.3.x.x.x**, then click the **Install** button.

The Oracle Installer program will check your computer's environment for configurations and conflicts, and you will see dialogue boxes with questions about your configuration and information about the installation. Where Oracle offers you a choice with a highlighted default, accept the default, unless your technical support contact has specifically instructed otherwise.

The Installer will keep a log of changes made to existing files, and Oracle provides an uninstall program that does a very good job of backing out updates/installations.

3a. The first question the installer will ask is which Protocol Adapter to install. This is the adapter that works with your TCP/IP stack to allow SQL*Net for Windows, v2.3 to communicate with the Processor housing the ITIPS/RSMS Database. Oracle should recognize all TCP/IP stacks installed and highlight the most appropriate adapter for this installation. **Accept the default choice.**

While the Client is being installed, a progress indicator will appear showing the installation progress by percentage.

4. After the SQL*Net for Windows, v2.3 Client has been successfully installed, install from the List of Products Available by selecting each one then clicking the **Install** button:

Required Support Files 7.2.x.x.x

Required Support Files 7.1.x.x.x

Oracle Objects for OLE 2.0.x.x.x

When all of these files have been successfully installed, click the Exit button in the lower right corner of the screen to exit the Oracle Installer program.

5. You are now ready to install the ITIPS/RSMS application(s). Follow the instructions in Section 4 to install ITIPS/RSMS application(s) from the USACE Web site.

NOTE: The directory **orawin\bin** or **orawin23\bin** must be in the path after Windows boots. On some Novell installations, this path may be overwritten by the network log in script. You can confirm the path setting by running a DOS box from within Windows and typing **path** at the command prompt. If the Oracle directory is not in the path, consult your LAN manager.

Co-install SQL*Net for Windows

PLEASE NOTE: It is not recommended that you co-install different versions of SQL*Net for Windows, however, it may be necessary to support some programs. Changes to the path (found in the autoexec.bat file) will be necessary.

Before starting the SQL*Net for Windows installer, remove all references to existing SQL*Net for Windows versions from the user's path.

1. When the Oracle Installer launches, you will have to answer two questions before you can install any software.

1a. The first question is what language you want to proceed in. English is the default. Click OK for English.

1b. The second question is where you want the files installed. The Oracle installer will offer to create a directory C:\ORAWIN. Change this directory to **c:\orawin23** and continue the installation. Oracle then checks your system environment and opens the installer program.

The Installer screen is made up of five main areas:

List of Products Available (the box on the left)

List of Products Installed on C:\ORAWIN (the box on the right)

Space -- shows what is selected and the size of the file(s)

Information -- Gives a brief description of whatever is selected

Function Buttons across the bottom (ignore these except for the Help button)

The List of Products Available should contain three items.

2. Double click + **{Selective Product Install}** to reveal a list of items to be installed.

3. Scroll to the bottom of the list and click *once* on + **SQL*Net Client 2.3.x.x.x**, then click the **Install** button.

The Oracle Installer program will check your computer's environment for configurations and conflicts, and you will see dialogue boxes with questions about your configuration and information about the installation.

3a. The first question the installer will ask is which Protocol Adapter to install. This is the adapter that works with your TCP/IP stack to allow SQL*Net for Windows, v2.3 to communicate with the Processor housing the ITIPS/RSMS Database. Oracle should recognize all TCP/IP stacks installed and highlight the most appropriate adapter for this installation. **Accept the default choice.**

During the installation process, Oracle may offer to overwrite existing files, particularly .dll files. Answer **NO** to these suggestions to avoid overwriting support files for the other version(s) of SQL*Net for Windows.

While the Client is being installed, a progress indicator will appear showing the installation progress by percentage.

4. After the SQL*Net for Windows, v2.3 Client has been successfully installed, install from the List of Products Available by selecting each one and then clicking on the **Install** button:

Required Support Files 7.2.x.x.x

Required Support Files 7.1.x.x.x

Oracle Objects for OLE 2.0.x.x.x

When all of these files have been successfully installed, click the Exit button in the lower right corner of the screen to exit the Oracle Installer program.

5. You are now ready to install the ITIPS/RSMS application(s). Follow the instructions in Section 4 to install ITIPS/RSMS application(s) from the USACE Web site.

NOTE: The directory **orawin\bin** or **orawin23\bin** must be in the path after Windows boots. On some Novell installations, this path may be overwritten by the network log in script. Confirm the path setting by typing **path** at the DOS command prompt.

Section 4

ITIPS/RSMS Software Installation

ITIPS/RSMS is available for installation from the World Wide Web. *Do not try to install ITIPS/RSMS until SQL*Net for Windows, v2.3 has been installed.*

Please refer any questions or complications with the ITIPS/RSMS installation to Ward Sevila, CEIM-L, (202) 761-0699 or Ben Russell (703) 754-8292.

To download the ITIPS/RSMS program from the USACE Web Site:

1. Create a directory on your C: drive, **C:\LCMIS**
2. Launch your browser.
3. Type in the URL: **<http://www.usace.army.mil/itips>**
4. Scroll through the page until you reach the section “**New Users.**” and follow the directions contained in the section..
5. If you also use RSMS, **install both ITIPS/RSMS.**

Appendix

Trouble Shooting Your Sql*Net Connections

The ITIPS application is the first Corp client server application to use the Oracle product ORANAMES for establishing Oracle database connections to CEAP hosted databases. ORANAMES centralizes database aliases and eliminates the need for local TNSNAMES.ORA file manipulation by the user using the Sql*Net Easy utility or by an application during the installation process. ORANAMES provides a further level of security by eliminating the applications dependency on the local TNSNAMES.ORA file.

In order for ITIPS to use the ORANAMES centralized server, the ITIPS installer must modify the local SQLNET.ORA file. These modifications have been done in such a way as to preserve all of the locally defined database aliases. As a per caution, the ITIPS installer makes a backup copy of your SQLNET.ORA and TNSNAV.ORA files. The backup copies are located in your LCMIS directory under the respective names SQLNET.ITEP and TNSNAV.ITEP. If you have problems connecting to Oracle databases with other applications after installing ITIPS, these files can be used to restore your original Sql*Net configuration. However it is recommend you call support before restoring the original files.

The following provides trouble shooting information associated with connecting to the ITIPS database and local databases after the installation of ITIPS.

- To test the SQL*Net for Windows, v2.3 connection to the ITIPS database, double click the TNSPING icon in the Oracle for Windows group. Type **s0pbesp1.usace.army.mil** for the address and press Enter. Press Enter again to ping 1 time. You should see a message “Attempting to contact...”, then “OK”, with a timing resolution in parentheses. Press Enter to terminate TNSPING. (Or choose Exit from the File menu.) If you do receive an error, see below for the resolution common errors.
- To test the SQL*Net for Windows, v2.3 connection to a local database, double click the TNSPING icon in the Oracle for Windows group. Type the local database aliases for the address and press Enter. Press Enter again to ping 1 time. You should see a message “Attempting to contact...”, then “OK”, with a timing resolution in parentheses. Press Enter to terminate TNSPING. (Or choose Exit from the File menu.) If you do receive an error, see below for the resolution common errors and or contact your local support group.

The following are the most common Sql*Net for Windows, v2.3 errors encountered when testing with TNSPING or while logging on to the ITIPS database.

- **ORA-12154 TNS: Could not resolve service name**

The service name specified is not defined in the TNSNAMES.ORA file or if you are running the ITIPS applications, the Oracle Names server may not be responding. Try several times as the Oracle Names server may be temporarily busy. If the error persists, contact the CEAP hot line and open a trouble ticket on the problem. Make sure the CEAP hot line understands that it is Oracle Names you are using.

If you are having a problem connecting to a locally defined database, contact your local support for additional help in resolving the problem.

If the problem persists, contact the ITIPS support group for additional help.

- **ORA-12203 TNS: Unable to connect to destination**

Invalid TNS address supplied or destination is not listening. This error can also occur because of underlying network transport problems. Try several times as the Oracle Names server may be temporarily busy. If the error persists, contact the CEAP hot line and open a trouble ticket. Make sure that the support person understands that it is Oracle Names you are using.

If you are having a problem connecting to a locally defined database, contact your local support for additional help in resolving the problem.

If the problem persists, contact the ITIPS support group for additional help.

- **TNS-03505 Failed to resolve name**

The service name you provided could not be found in TNSNAMES.ORA, an Oracle Names server, or a native naming service. Try several times as the Oracle Names server may be temporarily busy.

The above error can also be because of the existence of the TNSNAV.ORA file in the directory \orawin\network\admin. If TNSNAV.ORA does exist, rename it to something else and try again.

If the error persists, contact the CEAP hot line and open a trouble ticket. Make sure the support person understands that it is Oracle Names you are using.

If you are having a problem connecting to a locally defined database, contact your local support for additional help in resolving the problem.

If the problem persists, contact the ITIPS support group for additional help.

- ORA-01034: ORACLE not available

There is a problem with the Oracle Names server or the Oracle database you are trying to connect to is not available. Try several times as the Oracle Names server may be temporarily busy.

If the error persists and you are trying to log into the ITIPS application, contact the CEAP hot line and have them verify the ITIPS database, SID: S0PBESP1 is available. If it is not or you are still having problems, open a trouble ticket on the problem. Make sure that the support person understands that it is Oracle Names you are using.

If you are trying to connect to a local database, contact your local support and have them verify your local database is available.

If the problem persists, contact the ITIPS support group for additional help.

The following error(s) may occur during the installation of ITIPS:

- INS-0001: An unexpected error occurred while processing the SQLNET.ORA file.
The ITIPS installer is unable to update your SQLNET.ORA file for ORANAMES compatibility. Contact the ITIPS support group for further assistance.
- INS-0002: Unidentified Domain name found while processing SQLNET.ORA file.
The ITIPS installer has encountered a nonstandard domain name within the SQLNET.ORA file. The ITIPS installer is unable to update your SQLNET.ORA file for ORANAMES compatibility. Contact the ITIPS support group for further assistance.

The following error(s) may occur while trying to execute one of the ITIPS reports:

- The library “PDSORA7.DLL” can not be found? Continue to open report for viewing?
The error occurs because Required Support File 7.2.x.x.x have not been installed.
See page 7 for installation instructions.

Additional Sql*Net documentation is available from the Sql*Net installation kit or CD-ROM. This documentation can be installed or viewed from the CD-ROM. The documentation requires

45mb of space if its installed on your hard drive. The documentation is installed from either the installation kit downloaded from the CEAP host or from the client CD-ROM. To install the Sql*Net documentation follow the following steps:

1. Start the Oracle Installer.
2. From the list of products in the left hand pane, select and expand {Selective Product Install}.
3. Select Oracle Documentation 7.3.x.x.
4. Click the Install button.
5. After installing the documentation, Exit the Oracle Installer.

You can look up a Sql*Net or Oracle error number by following these steps:

1. Open the Oracle for Windows folder.
2. Select Oracle Documentation.
3. Select Network Products.
4. Select Oracle Network Products Troubleshooting Guide.
5. Push the search button and type your error number.